Statewide MiTEAM Fidelity Protocol

Administrators:

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Purpose:

To clarify basic expectations around the MiTEAM Fidelity Tool, entry of data into the MiTEAM Fidelity Web Application, MiTEAM Fidelity Data Distribution and Analysis.

Participation:

All CPS Investigation, CPS Ongoing, MIC, Foster Care, and Adoption Supervisors are expected to complete 1 MiTEAM Fidelity Tool Per Worker Per Quarter based on the randomly selected cases in the MiTEAM Fidelity Web Application.

All data collected from the completed MiTEAM Fidelity Tools must be entered in the MiTEAM Fidelity Web Application prior to 11:59PM on the last day of the quarter.

Communication and Support:

MiTEAM Fidelity Application Email Blasts:

Beginning of Quarter:

- Reminder to participants that a new quarter has started and to begin discussing case selection with their case workers.
- "Tips" for incorporating this process into everyday work, planning ahead and managing time.

Mid-Quarter:

- Reminder to participants that it is the middle of the quarter.
- Update participants on any new work-arounds or lessons learned after the LOE phone conference.
- Present "Tips" for using the system.

2 Weeks Prior to the End of the Quarter:

- Reminder to participants to complete the tools.
- Requests for any case rejections will also be addressed in this email.

MiTEAM Fidelity Support Calls: Target Audience is Supervisors, LOEs, and Liaisons but ALL ARE WELCOME!

First Month of Every Quarter:

- Discuss new information about the system, work arounds, and system assistance.
- Focus on recent data reports, trends and inter-rater reliability.
- Compile feedback, identify and address potential training needs.

Fidelity Data Distribution

MiTEAM Fidelity Data will be distributed at the beginning of every quarter for the previous quarter:

MiTEAM Fidelity Application Email Blast of Statewide Data which includes:

- Statewide Participation Percentage.
- Statewide Overall totals for Teaming, Engagement, Assessment, and Mentoring.
- Statewide 10 Highest Percentage Fidelity Indicators for Yes, No, and NA.

DCQI will send an Email to BSC/CWSS Child Welfare and QA Analysts of Regional Data which includes:

- Regional participation percentages.
- Regional overall totals for the competencies and sub competencies.
- Regional 10 Highest Percentage Fidelity Indicators for Yes, No, and NA.

BSC/CWSS QA Analysts will send an email to each County/Agency which includes:

- Regional participation percentages.
- Regional overall totals for the competencies and sub competencies.

- Regional 10 Highest Percentage Fidelity Indicators for Yes, No, and NA.

Director or designee (ie. MiTEAM Quality Assurance Analyst) will send an email to all child welfare staff and cc assigned BSC/CWSS QA Analyst which includes:
- County/Agency participation percentage data.
- County/Agency overall totals for competencies and sub competencies.
- County/Agency 10 Highest Percentage Fidelity Indicators for Yes, No, and NA.

Fidelity Data Analysis Responsibilities

MiTEAM Fidelity Data should be analyzed in combination with other data sources to identify trends and provide a more comprehensive view of current practice, strengths and opportunities for improvement. Analysis of any/all available child welfare data may lead to Quality Improvement Activity (QIA) Requests. Additional MiTEAM Fidelity Data Reports (other than those identified to be distributed above) can be generated to provide additional detail for analysis if desired/necessary.

DCQI

The Department of Continuous Quality Improvement (DCQI) is responsible for State Level Analysis of MiTEAM Fidelity data. DCQI has the flexibility to update/improve this protocol over time.

BSC/CWSS QA Analyst

The BSC/CWSS Quality Assurance Analysts are responsible for Regional Analysis of MiTEAM Fidelity Data. Each BSC has the flexibility to develop regional protocols around MiTEAM Fidelity Data that supplement this protocol.

Local CQI Infrastructure

Local CQI Teams are responsible for local County/Agency Analysis of MiTEAM Fidelity Data. Each county/agency has the flexibility to develop local protocols around MiTEAM Fidelity Data that supplement this protocol and/or regional protocols.

Fidelity Data Analysis Guidance:

MiTEAM Fidelity Data can be analyzed with many different perspectives and approaches. This section is intended to provide suggestions and ideas for analyzing MiTEAM Fidelity Data. It is not intended to be all-inclusive or to indicate requirements. MiTEAM Fidelity reports are only available for previous quarters. When generating reports always check to make sure it is the correct quarter.

Basic Interpretation of a MiTEAM Fidelity Data Report

Title: Located at the top of the first page of the MiTEAM Fidelity Data Report. Includes the Quarter that the data included in the report was collected.

Sub-Title(s): Located at the top left of data boxes. Identifies the name (i.e. County, Supervisor Name or Worker Name) and Competency (if applicable) included in the MiTEAM Fidelity Data directly below it.

Question: The number that directly correlates with the same number on the MiTEAM Fidelity Tool.

Yes Total: Total Number of Tools where the corresponding question was selected "Yes"
Yes Percentage: Percentage of Tools selected "Yes" for this question out of the total tools where "Yes" or "No" were selected. *Note: Total % of yes + Total % of no = 100% (NAs are not counted in the Total percentage.)*

No Total: Total Number of Tools where the corresponding question was selected "No"
No Percentage: Percentage of Tools selected "No" for this question out of the total tools where "Yes" or "No" were selected. *Note: Total % of no + Total % of yes = 100% (NAs are not counted in the Total percentage.)*

NA Total: Total Number of Tools where the corresponding question was selected "NA"

NA Percentage: Percentage of Tools selected "NA" for this question out of the <u>total tools completed.</u> *Note: NAs are not counted in the Total percentages for Yes or No.*

Monitoring Participation

The Local Administrative Managers (LAM) can monitor participation with the MiTEAM Fidelity process throughout the current quarter. From their MiTEAM Fidelity Web Application Home Page during the current quarter, the LAM can monitor:

- Total number of tools expected to be completed in the county/agency this quarter.
- Total number of tools completed to date.
- Total number of tools expected to be completed for each supervisor.
- Total number of tools completed by each supervisor to date.
- Status (New, In Progress, or Complete) of each specific tool.

This information is cleared and updated with new information at the beginning of the new quarter. Therefore, the following times might be particularly helpful to check participation:

- Beginning of each quarter to determine the number expected to be completed.
- Periodically throughout the quarter to determine progress within the county/agency to determine what additional messaging/support might be needed to increase participation.
- As close to the end of the quarter as possible to gauge participation for this quarter as it relates to the total number expected.

The total number of MiTEAM Fidelity Tools completed can also be determined by adding the total number of Yes, No and NA responses for any one question on the MiTEAM Fidelity Data Report.

Consistently Aim to Improve Inter-rater Reliability

The MiTEAM Fidelity Tool is assessing quality. Measuring quality is inherently challenging and comes with a level of subjectivity. Inter-rater reliability refers to the extent to which different users of the tool agree on how the questions should be answered and it depends upon the users to be consistent in their evaluation of behaviors or skills. The more inter-rater reliability can be increased, the more accurate and useful the data will be. Below are important topics of consideration related to inter-rater reliability.

Intent: The MiTEAM Fidelity Tool is intended not only to assess, but also to reinforce and expand, best practices. It is natural for the tool to challenge the status quo and pre-conceived or accepted ideas around best practice. Similarly, it is unlikely for best practices to be applied perfectly in every situation, every time. Therefore, opportunities for growth should be expected to arise. If fidelity is not found, this should be captured honestly and accurately as a "No" in the MiTEAM Fidelity Tool. The MiTEAM Fidelity Tool should be viewed as a means for honest assessment that can be used for growth at the individual, unit, and county/district/agency levels.

Applicability: Most indicators in the MiTEAM Fidelity Tool apply to the majority of child welfare interactions. The mindset for determining whether an indicator applies or not, should be based on the assumption that it MOST LIKELY COULD apply, even if it is not common practice or immediately clear how it might apply. This will lead to future conversations and training for how to apply and expand best practices. The determination that an indicator be marked "NA" should only be made if it CANNOT be applied in this interaction. (i.e. Fidelity Indicator #22 is not applicable if the child is residing with the custodial parent.)

Functionality: Instructions for how to choose "Yes" "No" or "NA" responses are included within the MiTEAM Fidelity Tool at the beginning of each data collection section. Resources are provided at the back of the MiTEAM Fidelity Tool to support consistent use of the tool. Most answers should be able to be selected based on the face validity of the language provided in the indicator. It is important that all users have been trained and understand the functionality of the MiTEAM Fidelity Tool and MiTEAM Fidelity Web Application. *Note: MiTEAM Fidelity Web Application Job Aids are located on the MiTEAM Virtual Learning Site:* Here

Potential strategies for increasing inter-rater reliability include:

- Two-person reviews
  - Utilize a second person who has a firm understanding of the MiTEAM Practice Model to be an occasional or periodic silent reviewer along-side supervisors while they complete the MiTEAM Fidelity Tool. Discuss discrepancies in scoring and aim to reach mutual understanding.
- Group practices
  - Utilize videos, role plays or forms of documentation to artificially create observations, documentation reviews, interviews or supervisions. Respond to MiTEAM Fidelity Indicators individually. Discuss discrepancies in scoring and aim to reach mutual understanding.
- Ongoing conversations about inter-rater reliability
  - Between supervisors/peers/management/MiTEAM Fidelity LOE/MiTEAM QA Analyst.
  - At supervisor staff meetings.
  - At 1:1 supervision with management.
- Training
  - Full, partial or targeted MiTEAM Fidelity Tool Training based on inter-rater reliability trends or concerns.
- Coaching by MiTEAM Fidelity LOE, MiTEAM QA Analyst, or other identified MiTEAM Fidelity champion/expert.
- Review of MiTEAM Fidelity Resources
  - Training materials.
  - MiTEAM Fidelity Guide.
  - MiTEAM Fidelity Protocol (this document).

Generate different MiTEAM Fidelity Data Reports

There are a variety of different MiTEAM Fidelity Data Reports that can be generated based on the filters that you select. The different reports provide varying perspectives of the MiTEAM Fidelity data that may be helpful to different people or groups based on their purpose for reviewing or analyzing the data. Here are some things to consider when choosing how to filter the MiTEAM Fidelity Data Reports being generated.

Report Type: If you have *"Location"* selected, you will be able to look at totals for your county/district/agency. This type of report only shows full county/district/agency data and cannot be filtered down to the supervisor or worker level.

If you have *"Employee"* selected, you will be able to look at totals for specific supervisors and/or workers in your county/district/agency include Supervisor/Worker Totals. This type of report is beneficial if you want to look at MiTEAM Fidelity Data for a specific person, unit, or program. *Note: If you want to look at a specific program area, select all supervisors in that program and de-select supervisors of other programs. Note: This might not be possible in areas where supervisors have direct staff for multiple programs included in the MiTEAM Fidelity requirements.*

Totals to Be Included in this Report: Select the group(s) that you would like totals for. Any selections you make after this will be applied to each of the groups selected. For example, when looking at the employee report type, if you have Supervisor and Worker Totals selected and you "Select All" under competencies, all competency totals will be included in the report for each supervisor and each worker selected.

Competencies/Sub-competencies: In the MiTEAM Fidelity Tool, the Key Caseworker Activities (KCA) column identifies which competency each indicator is associated with. The system can organize MiTEAM Fidelity Data accordingly and include totals for competencies and sub-competencies. Indicators that are associated with more than one competency will show up under each corresponding total.

> **Competencies:** Organize MiTEAM Fidelity Data by competency and include totals for any one, combination, or all four of the core MiTEAM competencies. *Note: Sub-competencies are not separated out; Assessment totals include all MiTEAM fidelity indicators associated with KCAs 6-26.*
> **Sub-Competencies:** Organize MiTEAM Fidelity Data by sub-competency and include totals for any one, combination or all of the sub-competencies. *Note: Assessment is included separately. Assessment totals here only include MiTEAM Fidelity indicators associated with KCAs 6-9.*

Sections: The MiTEAM Fidelity Tool is made up of four data collection types: Observation (Questions 1-30), Documentation (Questions 31-55), Interview (Questions 56-66) and Supervision (Questions 67-85). The system can organize MiTEAM Fidelity Data accordingly and include totals for each data collection section.

Convert MiTEAM Fidelity Data Reports into Excel Spreadsheets

MiTEAM Fidelity Data Reports can be easily converted into Microsoft Excel spreadsheets using the following steps:

1. Save the MiTEAM Fidelity Data Report that you generated.
2. Go to this free site: https://www.pdftoexcel.com/
3. Click the "Upload" button and find the saved MiTEAM Fidelity Data Report.
4. The website will automatically begin converting the document from PDF to Excel.
5. Click free download. The spreadsheet should generate and automatically open. Save if desired.

After converting to excel, you may need to make sure columns are lining up correctly. MiTEAM Fidelity Data can then be sorted and manipulated as desired using basic excel functions. It is particularly helpful to convert the data into a table with filters and sort by largest/smallest percentages.

TIP: Add a column on the right and manually enter MiTEAM Fidelity Tool indicator language next to corresponding number and percentages. You don't need to type out the entire indicator, but enough to provide context for the data in the spreadsheet without having to cross reference the actual tool. After doing this once, the column can be copy and pasted to future spreadsheets.

Identify Trends

When reviewing MiTEAM Fidelity Data Reports, it is important to look for trends. Some potential trends to look for include:

- Participation increases or decreases.
- Highest/lowest percentages of "Yes" "No" and "N/A".
- Outliers.
- Common characteristics of indicators that are identified as high/low/outliers.
- Consistencies or inconsistencies in highs/lows/outliers over multiple quarters.
- Consistencies or inconsistencies between data collection sections.
- Consistencies or inconsistencies of competency/sub-competency totals with QSR findings.
- Consistencies or inconsistencies with trends in other types of data sources (i.e. MMR).

Analyze Trends

As trends are identified, it is important to analyze them further to understand what may be leading to them. Often the underlying reasons for trends vary from what they look to be at first glance. This could include conducting additional activities or inquiries. Some potential areas to analyze and questions to consider include:

- **Participation**
  - Did people complete the process but either forgot, or were unable, to enter data in the MiTEAM Fidelity Web Application?
  - What was the impact of staff/supervisor turnover?
  - What was the impact of time/work management skills?
  - What was the impact of technical issues?
    - Employee/Relationship/Assignment/Case information not being updated timely in MiSACWIS and potentially affecting random sample.
    - MiTEAM Fidelity Web Application random sample misfunctions.
    - Lack of understanding around MiTEAM Fidelity Web Application functionality.
  - What was the impact of motivation/resistance around the MiTEAM Fidelity Tool?
- **Inter-rater Reliability** (See above for more guidance on inter-rater reliability)
  - Are MiTEAM Fidelity Indicators being answered as intended and designed?
  - Are MiTEAM Fidelity Indicators being answered in a consistent way by all users?
- **Accuracy**

- o Are there concerns about MiTEAM Fidelity Data being entered in the MiTEAM Fidelity Web Application accurately?
    - o Are supervisors concerned about how data will be received/perceived by staff or management if entered accurately?
- **MiTEAM Practice Model**
    - o Are these trends best addressed at the individual, unit or county/district/agency level?
    - o What might the trends indicate about staff and/or supervisor's knowledge or understanding of the MiTEAM Practice Model?
    - o What might the trends indicate about staff and/or supervisor MiTEAM abilities/skills?
    - o What might the trends indicate about staff and/or supervisor's motivation/willingness to apply the MiTEAM Practice Model in practice?
    - o How do other aspects of analysis (participation, inter-rater reliability, accuracy) support or hinder the ability to draw conclusions around MiTEAM Practice Model trends?
- **General/Overall Practice**
    - o If MiTEAM Fidelity trends seem to contradict or tell a different story than other data sources – why might that be?
    - o Are there additional things that can/need to be done, considered or analyzed to better understand the reason for trends?

Utilize Trends in Continuous Quality Improvement (CQI) Efforts

After analyzing MiTEAM Fidelity Data trends, the next step is to determine how to use them in your local county/district/agency CQI efforts. However, this can look very different based on your trends, analysis, and specific CQI efforts. Here are some potential things to consider when determining how to utilize/incorporate MiTEAM Fidelity Data Trends:

- *Are trends reliable at this time or should they continue to be monitored to determine impact?*
- *Are these trends confirming something we already knew or suspected?*
- *Is this a continuing trend that we had hoped or expected would be different?*
- *Is this a new trend that needs to be further monitored to determine the impact?*
- *Do these trends indicate that something needs to be changed or tweaked in your local county/district/agency MiTEAM Sustainability Plan?*
- *Do these trends overlap with or influence other CQI goals?*
- *Taking into consideration our current CQI priorities, can/should these trends be used as part of a baseline performance assessment of a new CQI goal?*
- *Can/should we utilize the MiTEAM Fidelity Process to assess/target certain practices as a strategy in an intervention related to a CQI goal?*

Report Out of Trends

Compiling MiTEAM Fidelity trends, analysis and/or recommendations can be helpful in a variety of situations. Discuss this option with local management and determine if there are people, groups, teams or other agencies who would be interested or benefit from a compiled report. Develop a format and process if you decided to proceed.

Additional Resources:

- MiTEAM Virtual Learning Site
    - o Tool, Guide, Protocol, and more: Click Here
    - o Job Aids: Click Here
- MiTEAM Fidelity Web Application About Page (link in the upper right-hand corner of the Application.)
- MiTEAM Fidelity Local Office Experts (LOEs) and MiTEAM Fidelity Administrators.